

Technical Writer HQ Capstone Project

Example 1: Knowledge Base	2
Making Changes to Cards During Development	2
Updating Card Changes in the Online Tool	2
Submitting Feedback	2
Example 2: Release Notes	3
August 2022 Update, Version 1.4	3
New Features	3
Improvements	3
Bug Fixes	3
Example 3: FAQs	4
Example 4: Procedure Manual	5
Example 5: Internal Memo	7
Example 6: Meeting Notes	8
Example 7: User Persona + Learning Curve	9

Example 1: Knowledge Base

Making Changes to Cards During Development

Track card text effects within the master card list. To purpose changes within the master list, follow these steps:

1. For each cell containing text or elements that require changing:
 - a. Make the necessary change
 - b. Change that cell's "Fill Color" to yellow to note the change
2. After making all required changes, click on the "CHANGE LOG" sheet and add your name and date in the topmost empty cell in the "Changes" column.

Updating Card Changes in the Online Tool

Update the prototype at least one day before the test. To update card files, reference the master card list [\[link\]](#). Each row that has one or more yellow cells needs to be updated, following the standard process [\[link\]](#).

After making changes to the card files, return all cells with yellow fill to their default fill color to indicate that the changes have been implemented.

After all card files are updated, update each group of cards that had at least one card changed in the online tool. Follow these steps to update the tool:

1. **Export** each group of cards containing changes into a single PDF
2. Open the tool and select "**Customize**" from the "File" pulldown menu
3. Select a group of cards that requires updating in the online tool and choose "**Replace**" on the top toolbar with the appropriate PDF.
4. Repeat step 2 for each group of cards that needs to be updated
5. After updating each group of cards, click the "**End Customization**" button on the top toolbar to return to the main menu

Submitting Feedback

Track all feedback in the appropriate Google form [\[link\]](#). The following fields are mandatory:

- **Duration of test**—General amount of time spent within the online tool
- **Outcome**—Copy and paste the end results from the tool's summary
- **Participants**—Include the name and email address for each participant

Feedback submitted without these fields will not be tracked.

Example 2: Release Notes

August 2022 Update, Version 1.4

New Features

- **Batch Export:** Now users can select multiple categories to export at once, creating either a single PDF or multiple PDFs. Additionally, users now have the option of linking their account to Dropbox or Google Drive to automatically upload their exports to a destination of their choice.
- **Project Collaborators:** Users can now assign up to five total project collaborators, including the project owner. Customize permissions in the new “Team” menu.
 - The project owner is the only collaborator that can customize the team permissions
 - All collaborators can make live changes while logged in

Improvements

- **Menu Consolidation:** You can now access condensed project menus while editing a project, instead of having to return to the main “Select Project” page.
- **User Interface Customization:** There are several new options in the “Preferences” menu. These new options allow users to customize the UI appearance, including color themes and font sizes within menus.

Bug Fixes

- **Auto Formatting:** Fixed the auto formatting issue in the “Notes” field
- **External Web Links:** All external links now open in the user’s default browser instead of the internal web browser
 - If the user does not have a preferred browser set, the link will open in the internal mobile browser
 - The mobile browser navigation is still not fully functional
- **Export Filename:** Fixed the issue with exported PDFs having the wrong date in their title.

Example 3: FAQs

Does this tool integrate with Google Suite?

Yes, this tool integrates with Google Suite with the required add-on. While there are different ways to manage your add-ons in Google Suites, we recommend opening a new document in Google Docs and following these steps:

1. Under the “Extensions” pulldown menu hover over “Add-ons”
2. Select “Get Add-ons”
3. In the search bar at the top, type “NAME OF TOOL”
4. Click on “NAME OF TOOL” in the results and follow the prompts

While using the tool in Google Docs, you can export as normal but you must manually upload your changes on the website.

When exporting to PDF, why is each result on its own page?

Each result is on its own page because results are uploaded individually and are required to be on a single page. For printing purposes, if you want to include multiple results per page you will need to update your preferences.

The various options available in your preferences are outlined in the knowledge base.

If I cancel my subscription for the Premium features, will I still have access to all my content with the Basic version?

Yes, if you cancel your subscription for the Premium features you will still have access to all content with the Basic version. Any content changes you have made while using Premium features will remain while you use the Basic version of the tool. However, while in the Basic version you cannot modify any content that you created in the Premium version—you will only be able to use the content as is until you renew your Premium subscription.

Can I add a collaborator outside my organization?

Yes, you can add a collaborator outside your organization, but only if both you and the collaborator are using the Basic version of the tool. You may only add collaborators from your own organization while using the Premium version. Additionally, while using the Premium version of the tool, you can only add collaborators that also have the Premium version.

Anyone with the Basic version of the tool can still view projects without using the Collaborator features.

Example 4: Procedure Manual

Combat

Commando attacks and enemy attacks are resolved differently. The sequence for each type of combat is detailed below:

Commando Attacks: When a commando performs an attack, they are referred to as the attacking commando. The attacking commando resolves the following steps in order:

1. **Choose Weapon & Attack Type:** The attacking commando chooses 1 of their equipped weapon cards to attack with. The chosen weapon will determine the attack type, either melee or ranged.
 - a. **Unarmed Attacks:** A commando may attack with no weapon, which is considered a melee attack with 1 attack die.
2. **Declare Target:** The attacking commando then declares 1 target of the attack; the target must be an opposing figure that is both in range of the attack and with line of sight of the attacking commando:
 - a. **Within Range:** A target is within range of a melee attack if they are in the same area as the attacking commando. A target is within range of a ranged attack if it is within line of sight of the attacking commando.
 - b. **Line of Sight:** Two figures are within line of sight of each other if a line can be drawn from any point in one figure's area to any point within the other figure's area. If the line crosses over any wall, closed door, or other blocking terrain element, the figures do not have line of sight of each other.
3. **Gather & Roll Commando Dice:** The attacking commando refers to the threat level of their current area to determine the attack dice for their attack: **[R]** if their current area is not threatened, **[Y]** if their current area is at low threat, and **[G]** if their current area is at high threat. After determining their attack, they gain the number of dice provided by their weapon card, as well as any additional dice provided by search cards played. Finally, the attacking commando rolls the final dice pool.
 - a. **Modifying Attacks:** During this step, a commando may spend search cards to affect their attack roll. Many search cards will allow you to upgrade dice, while some other game effects might downgrade dice.
4. **Resolve Critical Hits:** For each [CRITICAL] in the results, the attacking commando adds 1 matching die to the attack and immediately rolls it, applying its effect. Repeat this process for any [CRITICAL] in the attack pool or that gets added to the attack pool during this step.
5. **Resolve Horror Effects:** For each fear token the attacking commando has, they must discard the strongest die showing a [FEAR] result from the attack pool. Then, the attacking commando may suffer 1 fear to treat a [FEAR] as a [HIT] as many times as they wish on a 1-for-1 basis. A commando may not choose to suffer fear exceeding their resolve this way.
6. **Apply Results:** The attacking commando totals the number of [HIT] and [CRITICAL] to determine their attack total. The attacking commando refers to the target enemy card's combat results and chooses 1 combat result to resolve based on their attack total. To resolve a combat result, the attacking commando must have the required attack total to resolve a combat result. An attacking commando must resolve a combat effect, if able—many are not pleasant!
 - a. **Multiple Targets:** Some attacks affect multiple targets. In these situations, the attacking commando may apply their results to each target of the attack.
7. **Threaten Area:** If the weapon card the attacking commando chose to attack with has a

[THREAT] icon, the attacking commando raises the threat in their area.

Enemy Attacks: Each time a commando must resolve an enemy attack, they are referred to as the target and they perform the following steps in order:

1. **Determine Target:** The enemy attack must target a single figure. If there are multiple opposing figures in the enemies' area, the players decide which one will be the target of the attack.
2. **Gather & Roll Enemy Dice:** For each enemy in their area, the target gathers and rolls 1 attack die of the matching type to create the enemy attack pool. For monsters, Ⓐ rank monsters use [G], Ⓑ rank monsters use [Y], and Ⓒ rank monsters use [R]. Other enemies will explicitly indicate which dice they use; these attacks are resolved individually after monster attacks (see "Types of Enemies" on page XX).
3. **Evade Attacks:** The target may use any evade effects during this time. Each time a commando evades, they remove 1 die from the enemy attack pool.
 - a. When resolving enemy attacks in an area with multiple opposing figures, any opposing figures in the target's area may attempt to evade attacks.
4. **Resolve Attack Results:** After evading attacks, if there are any results remaining in the enemy attack pool, the target resolves the effects of the remaining dice in the following order:
 - a. **[BLANK]:** For each [BLANK] result, the attacked commando discards the die without effect.
 - b. **[CRIT]:** For each [CRIT] result, the attacked commando resolves the enemy [CRIT] effect for the associated monster type.
 - c. **[HIT]:** For each [HIT] result, the attacked commando suffers 1 damage.
 - d. **[FEAR]:** For each [FEAR] result, the attacked commando suffers 1 fear; if unable to, the attacked commando draws 1 panic card for each fear he could not suffer.

Example 6: Meeting Notes

Weekly Creative Review Session (Virtual)

August 27, 2022 (11am)

Attendees

Karen Jones, Walt Kaufman, Brittany Middleton

Review Last Week's Agenda

- ~~Draft long-form content plan (YouTube video + podcast)~~
- ~~Update 4th quarter content calendar based on bandwidth~~

New Topics

- Review long-form content plan and mock-ups
 - Can we fit this in for next quarter?
- Content Management tools
- Discuss the upcoming rebrand and how it might affect the email lists
 - Email signatures affected?
 - Imported contact lists from acquisition?
- Team feedback on new graphic design candidates
- Possible new intern—who can mentor?

Action Items

Owner	Actions This Week	Notes
Karen	Prepare presentation for director to discuss budget	
Walt	New graphics for company executives page	Pull most recent photos from LinkedIn
Brittany	Pro and con list for potential CM tools	
Outsource	White paper on upcoming feature release	Use Debra McCullins again if she's available

Next Meeting

- Karen is traveling next week, so reschedule the Creative Review for 2pm CST
- Rough draft of white paper for team to review beforehand

Example 7: User Persona + Learning Curve

The Product: “Prepped Pantry”

A (fictional) app that manages custom recipes, grocery lists, and meal planning for families

About

Terrance represents a target audience for Prepped Pantry. As someone who is already looking for solutions that this app provides, he already knows the pain points and value. As a project manager for an IT company, he is tech-savvy and is quick to learn new apps.

Goals & Needs

- To plan healthy meals weekly for his family
- To keep an updated inventory of ingredients for grocery trips
- To curate a rotating collection of customizable recipes that also provides meal suggestions

Motivations

- To have a one-stop solution for meal prep and grocery planning
- Create nutritious recipes for his family
- Have a series of meal recommendations based on tastes and historical choices

Everyday Activities

- Browsing recipes & meals online (Pinterest & Instagram)
- Working in the tech field
- Being a stay-at-home dad with a career
- Finding time to play games with the kid between meetings & projects

Frustrations

- Lack of time to devote to meal planning
- Having to constantly decide on meals

Device Usage

- Mostly mobile
- Desktop—mostly just for work
- Social Media, especially YouTube for cooking videos

“The Work-From-Home Dad”



Terrance Martin



Age 41



Project Manager



Fishers, IN



Bachelor's Degree

“My son and I love to cook, but with my wife working late at the office most days and me dividing my time between work and kid stuff, it’s hard to stay prepared throughout the week. I’m always looking for helpful ways to prep meals and keep the kitchen stocked for whatever we feel like cooking on a particular night. We’re also pretty indecisive with food, so planning out meals ahead of time really cuts down on stress.”

